

# Educator/Licensure Certification Replacement System

State of Arizona – Department of Education  
Project Investment Justification (PIJ)

January 18, 2023

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## Agency Mission

The Arizona Department of Education is a service organization committed to raising academic outcomes and empower parents.



# Team Introduction

## Roles Present at ITAC

- Beth Neeley – Chief Information Officer
- Sid Bailey – Associate Superintendent, Certification/Executive Sponsor
- Bruce DuPlanty – Deputy Associate Superintendent, Educator Preparation and Certification/Product Owner
- Joe Carrillo – Chief Technology Officer
- Qur'an Nero – Director of IT Program Management
- Phillip Ellis – Project Manager

# Project Introduction

## Stated Operational/Business Issue

- ❖ The current educator licensure/certification system has been in use since 2000. The system is extremely outdated, parts are unsupported, and it has limited accessibility
- ❖ Integration with modernized systems and other applications to expand web accessibility has left the system fragmented, requiring support for multiple data feeds resulting in replications and frequent data synchronization process issues
- ❖ The system is insufficient and does not meet the needs of the agency or allow ADE to deliver the level of service expected by our customers.

## Benefit to the State Agency and Constituents

- ❖ The future new certification system has benefits that directly address the weak points of the existing system, including validation and security, flexibility to adapt to changing needs and certification requirements, reduced certification processing time, improved customer service, and improved accuracy in tracking and reporting.
- ❖ The system will assist the State in educator licensure/certification and satisfy the needs of all five (5) key users of the platform: the public, educators, local education agencies, educator preparation programs, and internal ADE staff; including staff/evaluators, administrator, and IT development.

## Due Diligence and Method of Procurement

- Explored existing State contracts including existing Salesforce solution - Summer 2021
  - High development, maintenance, and licensing costs – unsustainable
  - Not a unified singular solution to scope
- Request for Information (RFI) to field - Fall 2021
  - 9 Responses
- Developed Request for Proposal (RFP) Jan 2022 – April 2022
- Procurement process completed and vendor selected – October 2022
  - Received 7 responses
  - Contract awarded to Mainstream Technologies, Inc. a full-service, software development and support company that has been providing solutions for over 25 years

# Proposed Solution

## Overview of Proposed Solution

The proposed solution is a custom built, web based, cloud hosted system. It uses modern technology to deliver a user-friendly design, supports single sign on and role-based security access, incorporates data interfaces to integrate disparate ADE systems and other state systems, such as the state payment portal, and includes reporting functionality.

Other key features include:

- ❖ **Public Portal:** To search and view State of AZ educator information
- ❖ **Educator Portal:** For future/existing educators to apply for and manage certifications and documentation
- ❖ **Local Education Agency (LEA) Portal:** For school/district administrators to manage school rosters
- ❖ **Education Preparation Program (EPP) Portal:** For educator preparation institutions/programs to manage potential candidates for certifications and recommendations
- ❖ **Administrative Portal:** For ADE staff to control the entire certification process

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Agency

1. Review and approve requirements and design
2. Acceptance criteria
3. User acceptance testing
4. Sign-offs

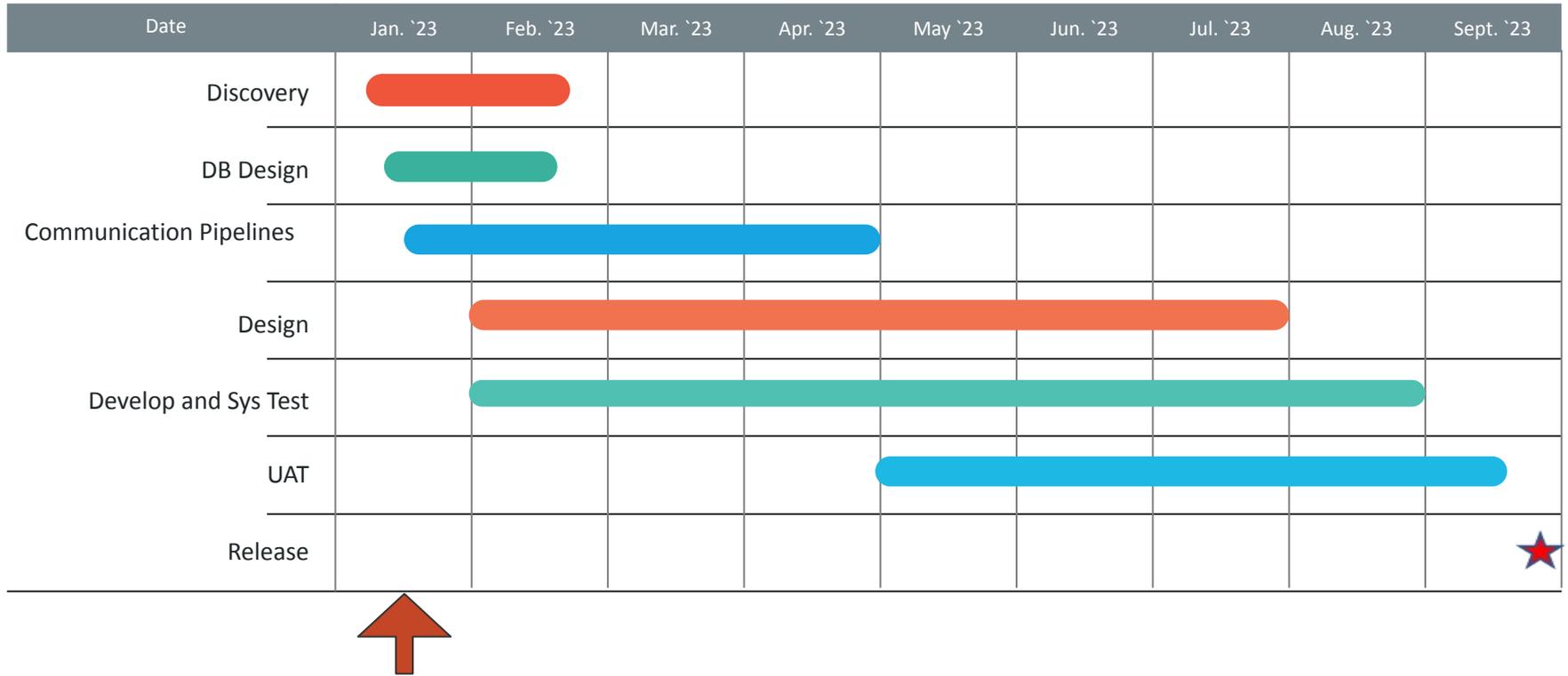
### Shared

1. Database design
2. Data communication pipes between new environment and existing ADE databases
3. AZRamp approval prior to production data migration
4. Support and maintenance

### Vendor/Contractor

1. Requirements documentation
2. Design
3. Development
4. Functional testing
5. Training
6. Implementation
7. Hosting and security services

# Project Timeline



# Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	Total
Vendor Implementation	\$1,260,900*					\$1,260,900
Professional & Outside Services * (ADE Contractors)	\$181,000	\$10,000	\$10,000	\$10,000	\$10,000	\$221,000
Maintenance and Support **		\$105,000	\$112,260	\$120,246	\$129,031	\$466,537
Other Operational Expenditures *** (Hosting/Security)	\$84,000	\$88,200	\$92,610	\$97,241	\$102,103	\$464,153
<b>Total Development</b>	<b>\$1,525,900</b>					<b>\$1,525,900</b>
<b>Total Operational</b>		<b>\$203,200</b>	<b>\$214,870</b>	<b>\$227,487</b>	<b>\$214,134</b>	<b>\$886,691</b>

\* Includes professional services, training, implementation, and prorated (3 months) post-launch support

\*\* Includes \$32,400 in annual vendor maintenance and support fees + Existing ADE System Azure costs required of systems that will be integrated

\*\*\* Includes a 5% year over year cost increase

# What Success Looks Like

## Critical Success Factors

- Timely AZRamp approval
- Two-week development sprints with specific deliverables
- Timely feedback during user acceptance testing
- Prototypes of screen layouts and process flows
- Constant communication among all team members (ADE and Mainstream)
- Quick turn-around of sign offs

## Measures of Success

### Quantifiable measures

- All MVP features and functions delivered and accepted prior to delivery date
- Successful data conversion from current system and new system
- 100% of ADE certification processes will be hosted in the project and customer service portals will be active and reliable

### Qualitative measures

- Business approved user friendly, modern system, in production that facilitates full unit operation and increases efficiencies for all stakeholders

Any Questions?



# Appendix

# Project Structure



ADE IT Project Manager (Phillip Ellis)	Vendor Project Manager (Lori Stewart)
<ul style="list-style-type: none"><li>• Harinath Gaddam – Sr. Developer</li><li>• Luis Silva – SME</li><li>• Michelle Brady – SME</li><li>• Kalyani Pula – BA</li><li>• Padma Nagilla – QA</li></ul>	<ul style="list-style-type: none"><li>• Matt Stewart, Solution Architect/Tech Lead</li><li>• Jeremy Jones, Developer, UI/UX</li><li>• Kandra Jones, Developer, .NET</li><li>• Shawn Rogoff, Developer,.NET</li></ul>

# Financial Impact

## Overview of Current Budget Position

<b>State Funding</b>			
<b>APF</b>			
	Appropriated	Favorably Reviewed	ADOA Transferred
Total FY23 Appropriated	\$0	\$0	\$0
Total FY24 Appropriated	\$0	\$0	\$0
Total APF	\$0	\$0	\$0
<b>General or Non-APF State Fund - CERT100BFY23</b>			
Fiscal Year	Planned		
FY23	\$181,000		
FY24	\$203,200		
FY25	\$214,870		
FY26	\$227,487		
FY27	\$241,134		
Total General Fund	\$1,067,690		
Total of All State Funding	\$1,067,690		
<b>Federal Funding - CARES2_200 FAY21</b>			
	Appropriated	Approved to Spend	Available to Spend
ESSER Fund	\$0	\$1,344,900	\$1,344,900
<b>Actuals</b>			
APF/GF Spent		Federal Spent	
Name/Number of Fund	\$0	Name/Number of Fund	\$0
Name/Number of Fund	\$0	Name/Number of Fund	\$0
Total APF/GF Spent	\$0	Total Federal Funds Spent	\$0
<b>Total Fund Remaining</b>			
Total Funds Available to Spend	\$2,412,590		
Total Funds Spent	\$0		
Total Funds Remaining	\$2,412,590		

- *ADE committed \$1.35 million in Federal ESSER grant funding to cover vendor implementation costs - ESSER funds are available through Sept 30, 2023*
- *The implementation balance and post deployment support and maintenance, hosting and security costs will be funded through general fund appropriation made available by the program area.*